

Amendment A

In the claims:

A 1. (original) A method of providing data relating to a customer contact with an automatic call distribution (ACD) system to an ACD agent, the method comprising:
providing a universal resource locator (URL) from the ACD system to a browser of the agent;
accessing the URL at a server in response to a request from the browser;
providing at least one web page to the browser, the web page corresponding with the URL and including the data.

2. (original) A method as in claim 1, further comprising accessing via the server at least one database to obtain at least some of the data for inclusion in the web page.

3. (original) A method as in claim 1, further comprising attaching information to the URL before providing the URL to the browser.

4. (original) A method as in claim 3, the information attached to the URL including contact processing information, said contact processing information including at least one of a group consisting of: type of the customer contact, identification of the agent, and treatment of the contact by the ACD.

5. (original) A method as in claim 3, the information attached to the URL including contact-derived information, said contact-derived information including at least one of a group

consisting of: a calling party number, a billing number associated with an origin of the customer contact, a telephone number associated with the origin of the customer contact, a subscriber name associated with the origin of the customer contact, a called party number, information provided in response to a programmed script, identification of a customer provided in response to a programmed script, an account number provided in response to a programmed script, a product model number provided in response to a programmed script, an e-mail source name, an e-mail subject line, a callback number provided in a web callback contact, a callback name provided in a web callback contact, and a computer address associated with the origin of the customer contact.

A 6. (original) A method as in claim 1, wherein the data in the web page includes at least some information attached to the URL by the ACD.

7. (original) A method as in claim 1, further comprising selecting the URL based on information about the contact available to the ACD.

8. (original) A method as in claim 1, further comprising obtaining at least some of the data in the web page based on at least some information attached to the URL by the ACD.

9. (original) A method as in claim 1, wherein the step of providing the URL comprises: sending the URL to ACD console software of the agent; and providing the URL to the browser from the console software.

10. (original) A method as in claim 1, wherein the step of providing the URL comprises sending the URL directly to the browser from the ACD system.

11. (original) A method as in claim 1, the server being accessible through at least one of a group consisting of: a publicly accessible computer network, limited-access computer network, and a private computer network accessible within an organization operating the ACD.

A 12. (original) A method as in claim 1, the customer contact being one of a group consisting of: a telephone call, an e-mail contact, a web callback contact, a web chat contact, a facsimile contact, a video contact, and a web telephony voice contact.

13. (original) A method as in claim 1, further comprising displaying the web page to the agent.

14. (original) A computer system for providing data, relating to a customer contact with an automatic call distribution (ACD) system, to an ACD agent, the computer system comprising:

the ACD system capable of providing a universal resource locator (URL);

a server capable of providing at least one web page to a browser, the web page corresponding with the URL and including the data;

at least one agent station coupled with the ACD system and having a browser capable of accessing the URL at the server.

15. (original) A computer system as in claim 14, further comprising at least one database, accessible by the server for obtaining at least some of the data for inclusion in the web page.

16. (original) A computer system as in claim 14, the ACD being capable of attaching information to the URL.

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17. (original) A computer system as in claim 14, the ACD being capable of collecting contact-derived information, said contact-derived information including at least one of a group consisting of: a calling party number, a billing number associated with an origin of the customer contact, a telephone number associated with the origin of the customer contact, a subscriber name associated with the origin of the customer contact, a called party number, information provided in response to a programmed script, identification of a customer provided in response to a programmed script, an account number provided in response to a programmed script, a product model number provided in response to a programmed script, an e-mail source name, an e-mail subject line, a callback number provided in a web callback contact, a callback name provided in a web callback contact, and a computer address associated with the origin of the customer contact.

18. (original) A computer system as in claim 14, the server being capable of obtaining at least some of the data in the web page based on at least some information attached to the URL by the ACD.

19. (original) A computer system as in claim 14, the customer contact being one of a group consisting of: a telephone call, an e-mail contact, a web callback contact, a web chat contact, a facsimile contact, a video contact, and a web telephony voice contact.

20. (original) A computer system of providing data, relating to a customer contact with an automatic call distribution (ACD) system, to an ACD agent, the computer system comprising:

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a server accessible through a computer network;
at least one agent station having means for accessing a universal resource locator (URL) at the server;
means for providing the URL from the ACD system to the agent station computer;
means for providing at least one web page to the agent station from the server, the web page corresponding with the URL and including the data.

21. (original) A computer system as in claim 20, further comprising at least one database; and

means for accessing the database to obtain at least some of the data for inclusion in the web page.

22. (original) A computer system as in claim 20, further comprising means for the ACD to attach information to the URL.

23. (original) A computer system as in claim 20, further comprising means for the ACD to collect contact-derived information.

24. (original) A computer system as in claim 20, further comprising means for displaying the web page to the agent.

25. (new) A method of providing data, relating to a customer contact with an automatic call distribution (ACD) system, to an ACD agent, the method comprising:

A providing a universal resource locator (URL) from the ACD system to a browser of the agent;

selecting the URL based on information about the contact available to the ACD;

attaching information to the URL before providing the URL to the browser;

the information attached to the URL including contact processing information, said contact processing information including at least one of a group consisting of: type of the customer contact, identification of the agent, and treatment of the contact by the ACD;

the information attached to the URL including contact-derived information, said contact-derived information including at least one of a group consisting of: a calling party number, a billing number associated with an origin of the customer contact, a telephone number associated with the origin of the customer contact, a subscriber name associated with the origin of the customer contact, a called party number, information provided in response to a programmed script, identification of a customer provided in response to a programmed script, an account number provided in response to a programmed script, a product model number provided in response to a programmed script, an e-mail source name, an e-mail subject line, a callback number provided in a

web callback contact, a callback name provided in a web callback contact, and a computer address associated with the origin of the customer contact;

accessing the URL at a server in response to a request from the browser;

providing at least one web page to the browser, the web page corresponding with the URL and including the data relating to the customer contact;

accessing via the server at least one database to obtain at least some of the data for inclusion in the web page;

obtaining at least some of the data in the web page based on at least some information attached to the URL by the ACD;

including among the data in the web page at least some information attached to the URL by the ACD; and

displaying the web page to the agent.
